

Sage Intergrity EHR | Success Story

The Light Clinic

Finding a “True EHR” with the Sage Intergrity Suite

● CHALLENGE

A growing practice, The Light Clinic needed a solution that would streamline workflow and enable them to grow without adding a lot more staff.

● SOLUTION

Implementing Sage Intergrity and Sage Intergrity EHR allowed the practice to move to a larger space with no chart room, creating more exam rooms and virtually eliminating paper while improving efficiency.

● RESULTS

The Light Clinic grew from 2 to 6 providers and increased patient volume considerably without adding much more support staff. Revenue has increased while costs have remained low.

SPECIALTY

Internal Medicine

LOCATION

Oklahoma

NUMBER OF EMPLOYEES

Three Physicians, three mid-level providers

SOLUTIONS USED

Sage Intergrity

Sage Intergrity EHR

Choosing the Sage Intergrity Suite for Fully Integrated Practice Management and EHR

William Light, M.D. moved his practice from a 3,000 square foot office adjacent to a local hospital to a new, very modern 10,000 square foot building one year ago. He added two Internists and two Nurse Practitioners—jumping from two to six providers—and increased the patient volume from 35 visits daily to 100. He was able to do this with only a modest increase in support staff in areas like billing.

How can a provider who launched his practice only four years ago do all this? “Having a fully integrated EHR system that basically thinks the way you do is the answer,” says Dr. Light. “I’ve been trying to do this for 10 years, but the doctors at my old practice weren’t interested so I went out on my own.”

Dr. Light has a broad definition for the electronic health record or EHR. He views it as a system that is integrated and accessible from billing to encounters, in the office, the hospital or at home. He believes that a true EHR has the potential to be connected to the entire healthcare enterprise. He chose Sage Intergrity because he believes it is the most integrated system available and he believes it offers more connectivity for prescriptions, labs and billing than any other solution on the market. In addition, Dr. Light says, “One of the companies we were dealing with is already gone, leaving no one to support the doctors on that system. Five years from now a lot more of these smaller companies will go bankrupt and who will work on those systems? Sage will be there to support me and will be working to upgrade and enhance the software into the future.”

Improving the Overall Workflow From the Front Desk to the Back Office

For Dr. Light’s practice, implementing an EHR has meant improvements in billing, transcription, charge capture and overall workflow from the front desk to the back office. As a result, he has managed to keep his staff small. “I read somewhere that the average practice has one and a half billing people per practitioner,” says Dr. Light. “We now have six practitioners with only three billing staff and one part-time transcriptionist.” He feels confident that there will not be a need to hire another billing person even if he does grow to as many as eight providers. In an average, paper-based practice there could be as many as 12 billing staff, but in Dr. Light’s practice, the same number of providers can be supported by two to three billing staff.

The part-time transcriptionist is another change for the practice. She handles mostly correspondence since the practice documents encounters electronically. Previously, Dr. Light outsourced any transcription needs, but with Sage Intergrity EHR the work is so minimal there is no need, saving the practice approximately \$2,000 a month. Since the billing is so streamlined, one person’s job was reduced by half-time and she was able to pick up the small amount of transcription work that still exists. The need for such a small billing and transcription staff not only means enormous savings in payroll but also in the space needed to house so many people.

Reduced Storage Rooms Means More Exam Rooms

Maximizing the use of space has been a primary concern for Dr. Light. When a new practice is being built the idea is to utilize all the space as effectively as possible. With Sage Intergy EHR there is no need for storage rooms and the entire office is wireless. "While we were building the new site, the architect kept adding a huge chart room into the plans," recalls Dr. Light. "I kept taking it out and trying to explain that all we needed was a small server closet, but it kept getting put back in. It took quite a while to get them all to understand that we didn't have charts." No chart room means more exam rooms, a bonus they are already using to their advantage at the current practice. "Patient wait times are down because we have an extra exam room now," says Dr. Light. "We converted the old chart storage and it has worked out very well for us. At the new site, no chart room means 20 exam rooms within a much smaller space than usual."

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Sage Intergy EHR Helps Eliminate Mistakes, Improves Patient Care and Saves Money

All this and an improved revenue stream too. The billing office has seen enhancements in billing and collections since implementing Sage Intergy as well. "I believe a true EHR includes electronic billing and remittance," says Dr. Light. His office manager, Donna Hunt, agrees, "We have clean claims and an average two week turnaround, we can catch errors immediately and fix them—this is all part of having a true EHR."

Other parts of the true EHR Dr. Light talks about are sending lab test requests and receiving results electronically, submitting electronic prescriptions, and accessing patient data from home. "The lab and prescription pieces help to eliminate areas where mistakes are made," Dr. Light says. "And the access to information not only improves patient care but saves money. For example, I had a patient who woke in the night with a fever. Using our web site he was able make an appointment request. I got the e-mail first thing in the morning and checked my schedule, there was a cancellation for an early appointment and I e-mailed the patient with the fever. He got

the e-mail and came in. In the past he might have waited all day for a response from the office or he would have gone to the ER for an expensive visit. The patient, who had pneumonia, was treated quickly and the cost of his care was lower because we have the web site and the EHR." In addition, between the comprehensive web site and Sage Intergy EHR, calls to the office have been reduced by half. Time it normally takes to respond to calls has been reduced to mere minutes where once it could take an entire day.

Dr. Light can't say enough about the benefits of the integrated EHR and Hunt wouldn't trade it for the world. "Just when I find something that I wish could be improved, I talk to someone at Sage and they are working on that enhancement already," says Dr. Light. "They offer the support and ongoing development that I had expected. I would recommend to anyone that they attend a User Conference and see it for themselves; it's a great experience and you learn so much."